



**TO:** Indiana's Workforce Investment System

**FROM:** Randy Gillespie *RG*  
Chief Financial Officer

**DATE:** July 27, 2011

**SUBJECT:** DWD Policy 2011-02  
Telephonic and Face-to-Face Interpreter Services

**Purpose**

This communication provides guidance to Indiana's workforce investment system when utilizing Interpreter Services by phone and face-to-face.

**Rescission**

DWD Policy 2008-09, issued September 26, 2008.

**Content**

The State of Indiana's Department of Administration has issued contracts for Interpreter Services. One is for Face-to-Face Interpreter Services and the other is Telephonic Interpreter Services. The instructions and contract information for each contract is listed below. If this is an ongoing service, staff should enter a requisition to cover the cost for these services for as long as needed or until the following fiscal year.

**Contract Information: FACE-to-FACE Interpreter Services QPA#11716**

The Face-to-Face Interpretation contract establishes hourly rates based on the language selected. Note that this contract allows a minimum one hour rate if the services are not rendered and are not cancelled 24 hours in advance. Please be certain that the language requested is accurate and that all parties are present earlier than the scheduled session time. The arrival of the Interpreter begins the billable time. Educational materials to assist those interacting with Limited English Proficient persons are available through the Contractor (for example, cards to communicate that interpretative services are being provided at no cost to the person). A guarantee of services is included in the contract. In the event that the services were not satisfactory, please contact Barb Taylor, CPPB Procurement Manager, by email at [bataylor@dwd.in.gov](mailto:bataylor@dwd.in.gov).

The Contractor shall provide services for the following languages, American Sign Language, Amharic, Arabic, Bosnian, Burmese, Cantonese, Czech, Dutch, Farsi, French, German, Greek, Gujarati, Hebrew, Hindi, Italian, Japanese, Korean, Mandarin Chinese, Polish, Portuguese, Punjabi, Russian, Serbian, Slovak, Spanish, Turkish, Ukrainian, Urdu, and Vietnamese.

Please use the following telephone numbers to contact the Contractor:

- 1-800-695-8772 or 317-566-8200 during regular business hours;
- 317-775-2867 after business hours.

Mitchell E. Daniels, Jr., *Governor*  
Mark W. Everson, *Commissioner*

10 North Senate Avenue  
Indianapolis, IN 46204-2277  
[www.workforce.IN.gov](http://www.workforce.IN.gov)

Phone: 317.232.7670  
Fax: 317.233.4793

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Be prepared to answer the questions below when scheduling an on-site interpretation:

1. What is your first and last name?
2. Which agency are you calling from?
3. What is the address and telephone number of the agency you are representing?
4. What is your e-mail address?
5. What is the language needed for the interpretation?
6. What is the date of the interpretation?
7. Is there a "Start time" or an "End time"?
8. What is the location of the interpretation? (Full address will be required).
9. What is the nature of the assignment? (The more information, the better).
10. Is there a contact telephone number the Interpreter is allowed to have should a problem arise during the interpretation?

To acquire educational tools to communicate with Limited English Proficient individuals in order to set an interpretation session, please contact Annamaria Proksch at the information listed below:

Annamaria Proksch  
Supervising Project Manager  
E-Mail: [aproksch@indytranslations.com](mailto:aproksch@indytranslations.com)  
Telephone: 317-566-8200  
Fax: 317-566-9465

**Contract Information: TELEPHONIC Interpreter Services QPA # 11717**

The Telephonic Interpretation contract establishes 24 hour / 7 day a week interpretative services. The rates are billed by the minute based on the language selected. The Contractor has educational materials, and provides awareness training, to assist those interacting with Limited English Proficient persons (for example, cards to communicate that interpretative services are being provided at no cost to the person). The Contractor also provides, upon request, telephone receiver splitters, and four-way conference calling at no additional cost. In the event that the services were not satisfactory, please contact Barb Taylor, CPPB Procurement Manager, by email at [bataylor@dwd.in.gov](mailto:bataylor@dwd.in.gov).

The Contractor shall provide services for the following languages, Acholi, Afrikaans, Akan, Albanian, Amharic, Arabic, Arakenese, Armenian, Assyrian, Azerbaijani, Azeri, Bahasa, Bajuni, Bambara, Basque, Behdini, Belorussian, Bengali, Berber, Bosnian, Bravanese, Bulgarian, Burmese, Cantonese, Catalan, Chaldean, Chaochow, Chavacano, Cherokee, Chin, Chuukese, Cree, Croatian, Czech, Dakota, Danish, Dari, Dinka, Diula, Dutch, Estonian, Ewe, Farsi (Persian), Fijian Hindi, Finnish, Flemish, French, French Canadian, Fukienese, Fula, Fulani, Fuzhou, Ga, Gaddang, Gaelic, Georgian, German, Gorani, Greek, Gujarati, Haitian Creole, Haaka, Hakka-China, Hassaniyya, Hausa, Hebrew, Hindi, Hmong, Hokkien, Hunanese, Hungarian, Ibanag, Ibo, Icelandic, Igbo, Ilocano, Indonesian, Inuktitut, Italian, Jakartanese, Japanese, Javanese, Kanjobal, Karen, Karenni, Kashmiri, Kazakh, Khmer (Cambodian), Kinyarwanda, Kirghiz, Kirundi, Korean, Kosovan, Krio, Kurdish, Kurmanji, Laotian, Latvian, Lingala, Lithuanian, Luganda, Luo, Luxembourgish, Maay, Macedonian, Malagasy, Malay, Malayalam, Maltese, Mandarin, Mandingo, Mandinka, Marathi, Marshallese, Mien, Mina, Mirpuri, Mixteco, Moldavan, Mongolian, Montenegrin, Moroccan Arabic, Navajo, Neapolitan, Nepali, Nigerian Pidgin English, Norwegian, Nuer, Oromo, Pahari, Pampangan, Pangasinan, Pashto, Patois, Pidgin English, Polish, Portuguese, Portuguese Creole, Pothwari, Pulaar, Punjabi, Quichua, Romani Vlach, Romanian, Russian, Samoan, Serbian, Shanghaiese, Sichuan, Sicilian, Sinhalese, Sindhi, Slovak, Slovenian, Somali, Soninke, Sorani, Spanish, Sudanese Arabic, Sudanese, Susu, Swahili, Swedish, Sylheti, Tagalog, Taiwanese, Tajik, Tamil, Telegu, Thai, Tibetan, Tigre, Tigrinya, Toishanese, Tongan, Tshiluba, Turkish, Twi, Ukrainian, Urdu, Uyghur, Uzbek, Vietnamese, Visayan, Wenzhou, Wolof, Yiddish, Yoruba, Yupik.

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To access services:

**WHEN RECEIVING A CALL:**

1. Use "Conference Hold" to place the limited English speaker on hold.
2. **Dial: 1-866-874-3972**
3. Enter on your telephone keypad or provide the representative:
  - 6-digit Client ID: **5 2 1 3 2 0**
  - Press 1 for Spanish
  - Press 2 for all other languages and speak the name of the language you need at the prompt. An Interpreter will be connected to the call.
4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions.
5. Add the limited-English speaker to the line.
6. Say "End of Call" to the Interpreter when the call is completed.

**WHEN PLACING A CALL:**

When placing a call to a limited English speaker, begin at Step 2. If you need assistance placing a call to a limited English speaker, please inform the Interpreter at the beginning of the call.

**Review Date:** September 1, 2012

**Ownership**

DWD Procurement

Indiana Department of Workforce Development

10 North Senate Avenue, Indianapolis, IN 46204

[BATaylor@dwd.IN.gov](mailto:BATaylor@dwd.IN.gov)

**Effective Date:** Immediately

**Action:**

The guidance contained in this policy shall be followed when utilizing Interpretation Services in the Administration Office, WorkOne Full Service Offices and Express Sites.